MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2016/2017

MHC7113 – HISTORY AND CONCEPTS OF KNOWLEDGE MANAGEMENT

(All sections / Groups)

12 OCTOBER 2016
5.00 p.m. – 7.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages including cover page with 6 Questions only.

2. Answer **FOUR** out of **SIX** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please print all your answers in the answer Booklet provided.

Answer any FOUR (4) questions. All questions have equal marks.

QUESTION 1

a) What is generally regarded as Knowledge Management? What is not Knowledge Management?

5 marks

b) The Knowledge Economy needs several different types of knowledge workers. Describe one particular role you have studied.

5 marks

QUESTION 2

a) Management theories in the 20th century have developed the process of management. Briefly describe the major milestones in management theory,

5 marks

b) The environment in which organisations operate has a big impact on management decision making. Describe the typical internal and external environment of organisations.

5 marks

QUESTION 3

a) What role does reward and recognition play in managing innovation?

5 marks

b) Which aspects of leadership do you think are important for a successful implementation of knowledge management practices?

5 marks

QUESTION 4

a) Introducing change into an organization can cause uncertainty and poor morale, how can change management help in the process?

5 marks

b) Some people think the IT department is the natural "home" for knowledge management, but does Human Resources have a role?

5 marks

Continued.....

QUESTION 5

You have studied an organization in detail in the course. Based on your findings to what extent is there any evidence of knowledge management practice in the following:

Organisational Structure and Type of Management
Leadership Style
Innovation Initiative
Human Capital Policy

10 marks

QUESTION 6

Based on your observations of the presentation by MAMPU, what are the challenges faced in implementing Knowledge Management Systems in Malaysian government agencies?

10 marks

End of Paper